

## What Happens When You File a Complaint

CHRO will notify you when it receives your complaint and will normally:

- Notify the alleged violator of your complaint and require an answer be submitted
- Investigate your complaint and determine whether there is reasonable cause to believe that the Act has been violated

**Conciliation:** CHRO will try to reach an agreement with the person your complaint is against. A conciliation agreement must protect both you and the public interest. If an agreement is signed, CHRO will take no further action on your complaint. However, if CHRO has reasonable cause to believe that a conciliation agreement is breached, CHRO can file suit to enforce the agreement.

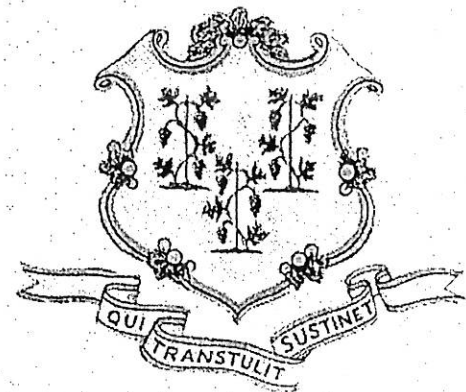
**Hearing:** After investigating your complaint, CHRO will inform you as to whether there is reasonable cause to believe that discrimination occurred. If reasonable cause is found, your case will be heard in an administrative hearing unless you or the respondents want the case to be heard in Superior Court. Either way, there is no cost to you.

**Complaint Referrals:** If CHRO has determined that your complaint also alleges a violation of the Federal Fair Housing Act, CHRO will assist you in filing a federal complaint with the United States Department of Housing and Urban Development (HUD).

Commission on Human Rights and Opportunities  
25 Sigourney Street, 7<sup>th</sup> floor  
Hartford, CT 06106  
(860) 541-3403



## Your Right to Equal Opportunity Housing



Commission on Human Rights  
and Opportunities  
Housing Discrimination Unit  
25 Sigourney Street, 7<sup>th</sup> floor  
Hartford, CT 06106

## Connecticut's Discriminatory Housing Practices Act

Connecticut's Discriminatory Housing Practices Act prohibits discrimination in housing because of:

- Race or color
- National origin
- Ancestry
- Creed (Religion)
- Sex
- Marital Status
- Age (non-minors)
- Familial status (families with children under the age of 18 living with parents or legal custodians and pregnant women)
- Disability (physical, mental or learning)
- Lawful source of income (income derived from social security, SSI, housing assistance such as Section 8, child support, alimony, public or general assistance)
- Sexual orientation
- Gender Identity or Expression

### What Housing is Covered?

The Act covers most housing. In some circumstances, the Act may exempt owner-occupied buildings with up to four units and housing designed for and occupied by older persons. Other exemptions may apply in certain circumstances.

## What Is Prohibited?

***In the Sale and Rental of Housing:*** No one may take any of the following actions based on race, color, national origin, ancestry, creed, marital status, age, familial status, disability, lawful source of income, sex or sexual orientation, gender identity or expression:

- Refuse to rent or sell housing
- Refuse to negotiate for housing
- Make housing unavailable
- Deny a dwelling
- Set different terms, conditions or privileges for the sale or rental of a dwelling
- Provide different housing services or facilities
- Falsely deny housing is available for inspection, sale or rental
- For profit, induce owners to sell or rent (blockbusting)
- Deny anyone access to or membership in a facility or service (such as a multiple listing service) related to the sale or rental of housing, or
- Restrict or attempt to restrict the choices of any buyer or renter (steering)
- Discriminate in providing mortgage or home equity loans

**In addition**, if you have a mental or physical disability, your landlord may not: 1) refuse to let you make reasonable modifications, at your expense, if necessary for you to use the housing; or, 2) refuse to make reasonable accommodations in rules, practices, or services if necessary for you to use the housing.

## If You Think Your Rights Have Been Violated

CHRO is ready to help you with any problem involving housing discrimination. If you think your rights have been violated, contact the CHRO to discuss your situation, to obtain the forms for filing a formal complaint, or to make an appointment for assistance in filing a formal complaint. A formal notarized complaint must be filed no later than 180 days after an alleged violation, but you should file as soon as possible.

### ***What to tell CHRO:***

- Your name and address
- The name and address of the person your complaint is against
- The address or other identification of the housing involved
- A short description of the alleged event(s) that caused you to believe that your rights were violated
- The date these events occurred

***Where to Write:*** Send your inquiry or formal complaint (signed and notarized) to:

State of Connecticut  
Commission on Human Rights and  
Opportunities  
Housing Discrimination Unit  
25 Sigourney Street, 7<sup>th</sup> floor  
Hartford, CT 06106  
Toll Free in CT: (800) 477-5737 ext. 3403  
or (860) 541-3403

# BOARD OF SELECTMEN

BRANFORD, CONNECTICUT

ANTHONY J. DAROS  
*First Selectman*

ANDREW J. CAMPBELL, SR.  
JAMES B. COSGROVE



1019 MAIN STREET  
POST OFFICE BOX 150  
BRANFORD, CT 06405  
(203) 488-8394  
FAX: 481-5561  
[www.branford-ct.gov](http://www.branford-ct.gov)

## TOWN OF BRANFORD

### AFFIRMATIVE ACTION POLICY STATEMENT

As First Selectman of the Town of Branford, I recognize the need for Affirmative Action and I pledge my commitment to undertake positive actions to overcome the present effects of past practices or barriers to equal employment opportunity and to achieve the full and fair participation of minorities, women, people with disabilities, older persons, and all other protected groups found to be underutilized in the Town of Branford's work force or affected by policies having an adverse impact. In the spirit of Executive Order 11, signed by Governor Ella Grasso, November 21, 1975, and Executive Order 9, signed by Governor William A. O'Neill on January 3, 1984, I further state that this Town of Branford will comply with the anti-discrimination provisions of the State and Federal laws and regulations listed at the end of this section.

I recognize the hiring difficulties experienced by minorities, people with disabilities and by many older persons and, where appropriate, I have set goals to overcome the present effects of past discrimination, if any, to achieve the full and fair utilization of such persons in the work force. I further pledge that the Town of Branford will affirmatively provide services and programs in a fair and impartial manner.

Where adverse impact is identified, the Town of Branford will: (1) review its personnel policies and procedures to ensure that barriers that unnecessarily exclude protected classes and practices that have an illegal discriminatory impact are identified and eliminated; (2) explore alternative approaches to employ minorities and members of protected classes; (3) administer all terms, conditions, privileges and benefits of the employment process in an equitable manner; and (4) establish procedures for the extra effort that may be necessary to ensure that the recruitment and hiring of protected group members reflect their availability in the job market.

It is the policy of the Town of Branford to provide equal employment opportunities without consideration of race, color, religion, age, sex, marital status, national origin, genetic information, past/present history of mental disability, ancestry, mental retardation, learning or physical disabilities including but not limited to blindness, sexual orientation, political belief, or criminal record, unless the provisions of Section 46a-60(b), 46a-80(b), and 46a-81(b) of the Connecticut General Statutes are controlling or there is a bonafide occupational qualification excluding persons in one of the above protected groups. This policy applies to all aspects of the employer/employee relationship including, but not limited to, recruitment, hiring, referrals, classifying, advertising, training, upgrading, promotion, benefits, compensation, discipline, layoff and terminations.



The Town of Branford will implement, monitor and enforce this Affirmative Action Policy Statement in conjunction with the applicable federal and state laws, regulations and executive orders listed below; 13<sup>th</sup>, 14<sup>th</sup>, and 15<sup>th</sup> Amendments of the United States Constitution, Civil Rights Act of 1866, 1870, 1871, Equal Pay Act of 1963, Title VI and VII of the 1964 United States Civil Rights Act, presidential Executive Orders 11246, amended by 11375, (Nondiscrimination under federal contracts), Act 1 Section 1 and 20 of the Connecticut Constitution, Governor Grasso's Executive Order Number 11, Governor O'Neill Executive Order Number 9, the Connecticut Fair Employment Practices Law (46a-63-64), Discrimination against Criminal Offenders (46a-80). Connecticut General Statutes, Connecticut Code of Fair Accommodations Law (46-63-64), definition of Blind (46a-51 (1), definition of Physically Disabled (46a-51 (15), definition of Mentally Retarded (46a-51 (13), cooperation with the Commission of Human Rights and Opportunities (46a-77), Sexual Harassment (46-60-(a), Connecticut Credit Discrimination Law (360436 through 439), Title I of the State and the Local Fiscal Assistance Act of 1972 and the Americans with Disabilities Act of 1992.

The policy statement will be given annually to all Town employees and will also be posted throughout the Town of Branford. I also expect each supplier, union, consultant and other entity (s) with which we do business to comply with all applicable State and Federal Equal Opportunity laws and regulations. The Town of Branford will not knowingly do business with any entity debarred from participation in any federal or state program or found to be in violation of any state or federal anti-discrimination law.

I have assigned the responsibility to achieve a successful implementation of our goals and objectives to Joyce Forte, Human Resources Director of the Town of Branford, who can be reached at (203) 315-0613; [jforte@branford-ct.gov](mailto:jforte@branford-ct.gov).

3/22/12  
Date

  
Anthony J. DaRos, First Selectman of the Town of Branford

THIS STATEMENT IS AVAILABLE IN LARGE PRINT OR ON AUDIO TAPE FROM THE ADA-504 COORDINATOR BY CALLING 203-488-1255

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[www.branford-ct.gov](http://www.branford-ct.gov)

## TOWN OF BRANFORD COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

The **Town of Branford** does not discriminate in the provision of services, the administration of its programs, or contractual agreements. The **Town of Branford** seeks to fully carry out its responsibilities under the Title VI Regulations.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the grounds of race, color, or national origin in programs and activities receiving Federal financial assistance. Title VI provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under a program covered by the Regulations.

This policy is effectuated through the methods of administration outlined in the Town of Branford's Fair Housing Plan and is fully implemented to ensure compliance by the Town, as the recipient, and by subrecipients. The cooperation of all Town personnel is required.

  
\_\_\_\_\_  
Anthony J. DaRos, First Selectman

  
\_\_\_\_\_  
Date

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## TOWN OF BRANFORD ADA NOTICE

The Town of Branford does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services, or activities. The Town of Branford does not discriminate on the basis of disability in its hiring or employment practices.

This notice is provided as required by Title II of the Americans with Disabilities Act of 1990.

Questions, concerns, complaints, or requests for additional information regarding the ADA may be forwarded to the Town of Branford's designated ADA Compliance Coordinator: Joyce Forte, Director of Human Resources, Town Hall, 1019 Main Street, Branford. Phone 203-315-0613; Fax: 203-481-5561. Days/Hours Available: 8:00 a.m. to 4:30 p.m., Monday-Friday.

Individuals who need auxiliary aids for effective communication in programs and services of the Town of Branford are invited to make their needs and preferences known to the ADA Compliance Coordinator.

This notice is available in large print, and on audio tape, from the ADA Compliance Coordinator.

  
\_\_\_\_\_  
Anthony J. DaRos, First Selectman

  
\_\_\_\_\_  
Date



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## TOWN OF BRANFORD ADA MUNICIPAL GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, or benefits by the Town of Branford.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to: the ADA Coordinator: Joyce Forte, Director of Human Resources (H.R. Director), Town Hall, 1019 Main Street, Branford, Connecticut 06405; Telephone: 203-315-0613.  
Fax: 203-481-5561. E-mail: [jforte@branford-ct.gov](mailto:jforte@branford-ct.gov).

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator will respond in writing, and, where appropriate, in a format accessible to the complainant, such as large print, or audio tape. The response will explain the position of the ADA Coordinator and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator within 15 calendar days after receipt of the response to the First Selectman or his or her designee.

Within 15 calendar days after receipt of the appeal, the First Selectman or his or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the First Selectman or his or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Town of Branford, appeals to the First Selectman or his or her designee, and responses from the ADA coordinator and First Selectman or his or her designee will be kept by the Town of Branford for at least three years.

  
Mr. Anthony J. Daros, First Selectman

  
Date

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## TOWN OF BRANFORD FAIR HOUSING RESOLUTION

- Whereas, All persons are afforded a right to full and equal housing opportunities in the neighborhood of their choice; and
- Whereas, Federal Fair Housing laws require that all individuals, regardless of race, color, religion, sex, handicap, familial status or national origin, be given equal access to all housing-related opportunities, including rental and homeownership opportunities, and be allowed to make free choices regarding housing location; and
- Whereas, Connecticut fair housing laws require that all individuals, regardless of race, creed, color, national origin, ancestry, sex, marital status, age, lawful source of income, familial status, learning disability, physical or mental disability, sexual orientation, be given equal access to all housing-related opportunities, and be allowed to make free choices regarding housing location; and
- Whereas, The **Town of Branford** is committed to upholding these laws, and realizes that these laws must be supplemented by an Affirmative Statement publicly endorsing the right of all people to full and equal housing opportunities in the neighborhood of their choice.

NOW THEREFORE BE IT RESOLVED, That the **Town of Branford** hereby endorses a Fair Housing Policy to ensure equal opportunity for all persons to rent, purchase and obtain financing and enjoy all other housing-related services of their choice on a non-discriminatory basis as provided by state and federal law; and

BE IT FURTHER RESOLVED, That the First Selectman of the Town of Branford or his/her designated representative is responsible for responding to and assisting any person who alleges to be the victim of an illegal discriminatory housing practice in the Town of Branford and for advising such person of the right to file a complaint with the State of Connecticut Commission on Human Rights and Opportunities (CHRO) or the U.S. Department of Housing and Urban Development (HUD) or to seek assistance from the CT Fair Housing Center, legal services, or other fair housing organizations to protect his or her right to equal housing opportunities.

Adopted by the **Town of Branford** on April 4, 2012

  
\_\_\_\_\_  
Anthony J. DaRos, First Selectman



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## TOWN OF BRANFORD FAIR HOUSING POLICY STATEMENT

It is the policy of the **Town of Branford** to promote Fair Housing opportunities and to encourage racial and economic integration in all its programs and housing development activities.

Programs funded and administered by the Town of Branford must comply with the provisions of Section 46a-64c of the C.G.S., and with related state and federal laws and regulations that prohibit discriminatory housing practices.

The **Town of Branford** or any Subrecipient of the Town will carry out an affirmative marketing program to attract prospective buyers or tenants of all majority or minority groups, without consideration of race, color, religion, sex, national origin, ancestry, creed, sexual orientation, marital status, lawful source of income, disability, age or because the individual has children in all programs and housing development activities funded or administered by the Town of Branford.

The municipality's First Selectman's Office is responsible for the enforcement and implementation of this policy. The First Selectman can be reached at 203-488-8394.

Complaints pertaining to discrimination in any program funded or administered by the Town of Branford, may be filed with the First Selectman's office. The municipality's Grievance Procedure will be utilized in these cases.

Complaints also may be filed with the Commission on Human Rights and Opportunity, Special Enforcement Unit, 21 Grand Street, Hartford, CT 06106, Telephone (860) 541-3403.

A copy of this policy statement will be given annually to all Town employees and they are expected to fully comply with it. In addition, a copy will be posted throughout the Town. .

Revised

3/12/12  
Date

  
Anthony J. DaRos  
First Selectman

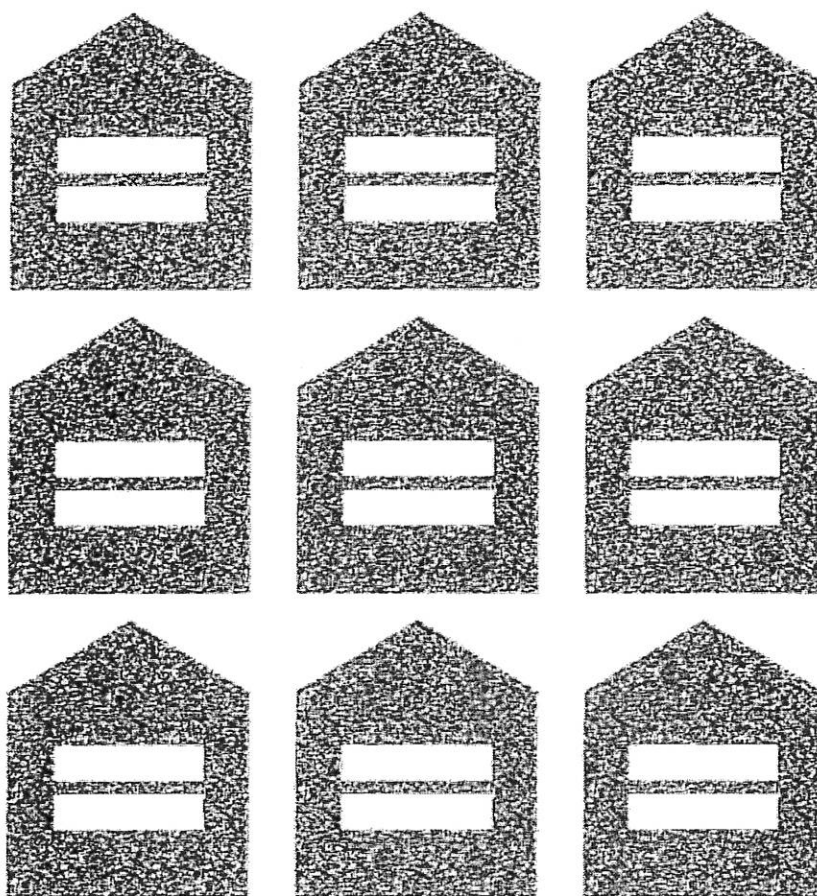
THIS STATEMENT IS AVAILABLE IN LARGE PRINT OR ON AUDIO TAPE by contacting Shirley Rasmussen at 203-488-1255.

U.S. Department of Housing and Urban Development  
Office of Fair Housing and Equal Opportunity



# Fair Housing

Equal Opportunity for All



Please visit our website: [www.hud.gov/fairhousing](http://www.hud.gov/fairhousing)

## Fair Housing - Equal Opportunity for All

America, in every way, represents equality of opportunity for all persons. The rich diversity of its citizens and the spirit of unity that binds us all symbolize the principles of freedom and justice upon which this nation was founded. That is why it is extremely disturbing when new immigrants, minorities, families with children, and persons with disabilities are denied the housing of their choice because of illegal discrimination.

The Department of Housing and Urban Development enforces the Fair Housing Act and the other federal laws that prohibit discrimination and the intimidation of people in their homes, apartment buildings, and condominium developments - and nearly all housing transactions, including the rental and sale of housing and the provision of mortgage loans.

Equal access to rental housing and homeownership opportunities is the cornerstone of this nation's federal housing policy. Landlords who refuse to rent or sell homes to people based on race, color, national origin, religion, sex, familial status, or disability are violating federal law, and HUD will vigorously pursue them.

Housing discrimination is not only illegal, it contradicts in every way the principles of freedom and opportunity we treasure as Americans. The Department of Housing and Urban Development is committed to ensuring that everyone is treated equally when searching for a place to call home.

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U.S. Department of Housing and Urban Development (HUD)  
451 7th Street, S.W.  
Washington, D.C. 20410-2000



## **The Fair Housing Act**

The Fair Housing Act prohibits discrimination in housing because of:

- Race or color
- National origin
- Religion
- Gender
- Familial status (including children under the age of 18 living with parents or legal custodians; pregnant women and people securing custody of children under 18)
- Disability

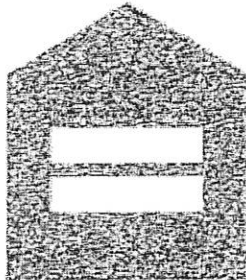
## **What Housing Is Covered?**

The Fair Housing Act covers most housing. In some circumstances, the Act exempts owner-occupied buildings with no more than four units, single-family housing sold or rented without the use of a broker and housing operated by organizations and private clubs that limit occupancy to members.

## **What Is Prohibited?**

**In the Sale and Rental of Housing:** No one may take any of the following actions based on race, color, religion, gender, disability, familial status, or national origin:

- Refuse to rent or sell housing
- Refuse to negotiate for housing
- Make housing unavailable
- Deny a dwelling
- Set different terms, conditions or privileges for sale or rental of a dwelling
- Provide different housing services or facilities
- Falsely deny that housing is available for inspection, sale or rental
- For profit, persuade, or try to persuade homeowners to sell or rent dwellings by suggesting that people of a particular race, etc. have moved, or are about to move into the neighborhood (blockbusting) or
- Deny any person access to, or membership or participation in, any organization, facility or service (such as a multiple listing service) related to the sale or rental of dwellings, or discriminate against any person in the terms or conditions of such access, membership or participation.



**In Mortgage Lending:** No one may take any of the following actions based on race, color, religion, gender, disability, familial status, or national origin:

- Refuse to make a mortgage loan
- Refuse to provide information regarding loans
- Impose different terms or conditions on a loan, such as different interest rates, points, or fees
- Discriminate in appraising property
- Refuse to purchase a loan or
- Set different terms or conditions for purchasing a loan.

**In Addition,** it is a violation of the Fair Housing Act to:

- Threaten, coerce, intimidate or interfere with anyone exercising a fair housing right or assisting others who exercise that right
- Make, print, or publish any statement, in connection with the sale or rental of a dwelling, that indicates a preference, limitation, or discrimination based on race, color, religion, gender, disability, familial status, or national origin. This prohibition against discriminatory advertising applies to single-family and owner-occupied housing that is otherwise exempt from the Fair Housing Act.
- Refuse to provide homeowners insurance coverage for a dwelling because of the race, color, religion, gender, disability, familial status, or national origin of the owner and/or occupants of a dwelling
- Discriminate in the terms or conditions of homeowners insurance coverage because of the race, color, religion, gender, disability, familial status, or national origin of the owner and/or occupants of a dwelling
- Refuse to provide homeowners insurance, or imposing less favorable terms or conditions of coverage because of the predominant race, color, religion, gender, disability, familial status or national origin of the residents of the neighborhood in which a dwelling is located ("redlining")
- Refuse to provide available information on the full range of homeowners insurance coverage options available because of the race, etc. of the owner and/or occupants of a dwelling
- Make, print, or publish any statement, in connection with the provision of homeowners insurance coverage, that indicates a preference, limitation or discrimination based on race, color, religion, gender, disability, familial status or national origin.

### **Additional Protection If You Have a Disability**

If you or someone associated with you:

- Have a physical or mental disability (including hearing, mobility and visual impairments, cancer, chronic mental illness, AIDS, AIDS Related Complex, or mental retardation) that substantially limits one or more major life activities
- Have a record of such a disability or
- Are regarded as having such a disability, your landlord may not:
  - Refuse to let you make reasonable modifications to your dwelling or common use areas, at your expense, if necessary for the disabled person to fully use the housing. (Where reasonable, the landlord may permit changes only if you agree to restore the property to its original condition when you move.)
  - Refuse to make reasonable accommodations in rules, policies, practices or services if necessary for the disabled person to use the housing on an equal basis with nondisabled persons.

**Example:** A building with a "no pets" policy must allow a visually impaired tenant to keep a guide dog.

**Example:** An apartment complex that offers tenants ample, unassigned parking must honor a request from a mobility-impaired tenant for a reserved space near her apartment if necessary to assure that she can have access to her apartment.

However, housing need not be made available to a person who is a direct threat to the health or safety of others or who currently uses illegal drugs.

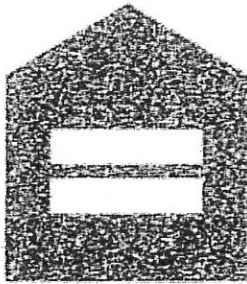


**Accessibility Requirements for New Multifamily Buildings:** In buildings with four or more units that were first occupied **after** March 13, 1991, and that have an elevator:

- Public and common areas must be accessible to persons with disabilities
- Doors and hallways must be wide enough for wheelchairs
- All units must have:
  - An accessible route into and through the unit
  - Accessible light switches, electrical outlets, thermostats and other environmental controls
  - Reinforced bathroom walls to allow later installation of grab bars and
  - Kitchens and bathrooms that can be used by people in wheelchairs.

If a building with four or more units has no elevator and was first occupied after March 13, 1991, these standards apply to ground floor units only.

These accessibility requirements for new multifamily buildings do not replace more stringent accessibility standards required under State or local law.



## Housing Opportunities for Families with Children

The Fair Housing Act makes it unlawful to discriminate against a person whose household includes one or more children who are under 18 years of age (*"familial status"*). Familial status protection covers households in which one or more minor children live with:

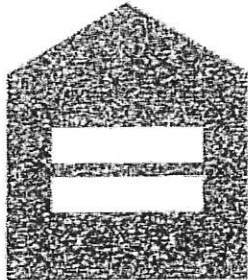
- A parent;
- A person who has legal custody (including guardianship) of a minor child or children; or
- The designee of a parent or legal custodian, with the written permission of the parent or legal custodian.

Familial status protection also extends to pregnant women and any person in the process of securing legal custody of a minor child (including adoptive or foster parents).

### Additional familial status protections:

You also may be covered under the familial status provisions of the Fair Housing Act if you experience retaliation, or suffer a financial loss (employment, housing, or realtor's commission) because:

- You sold or rented, or offered to sell or rent a dwelling to a family with minor children; or
- You negotiated, or attempted to negotiate the sale or rental of a dwelling to a family with minor children.



### The "Housing for Older Persons" Exemption:

The Fair Housing Act specifically exempts some senior housing facilities and communities from liability for *familial status* discrimination. Exempt senior housing facilities or communities can lawfully refuse to sell or rent dwellings to families with minor children, or may impose different terms and conditions of residency. In order to qualify for the "housing for older persons" exemption, a facility or community must prove that its housing is:

- Provided under any State or Federal program that HUD has determined to be specifically designed and operated to assist *elderly persons* (as defined in the State or Federal program); or

- In order to qualify for the **"55 or older"** housing exemption, a facility or community must satisfy each of the following requirements:

- The "*housing for older persons*" exemption does not protect senior housing facilities or communities from liability for housing discrimination based on *race, color, religion, gender, disability, or national origin*. Further, "*55 or older*" housing facilities or communities that do permit residency by families with minor children cannot lawfully *segregate* such families in a particular section, building, or portion of a building.

HUD is ready to help with any problem of housing discrimination. If you think your rights have been violated, you may write a letter or telephone the HUD office nearest you. You have one year after the discrimination allegedly occurred or ended to file a complaint with HUD, but you should file it as soon as possible.

- Your name and address
- The name and address of the person your complaint is against (the respondent)
- The address or other identification of the housing involved
- A short description of the alleged violation (the event that caused you to believe your rights were violated)
- The date(s) of the alleged violation.



**Where to Write or Call:** Send a letter to the HUD office nearest you, or if you wish, you may call that office directly. The TTY numbers listed for those offices are not toll free. Or you may call the toll free national TTY hotline at 1-800-927-9275.

*For Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont:*

**BOSTON REGIONAL OFFICE**

*(Complaints\_office\_01@hud.gov)*

U.S. Department of Housing and Urban Development

Thomas P. O'Neill Jr. Federal Building

10 Causeway Street, Room 308

Boston, MA 02222-1092

Telephone (617) 994-8300 or 1-800-827-5005

Fax (617) 565-7313 \* TTY (617) 565-5453

*For New Jersey and New York:*

**NEW YORK REGIONAL OFFICE**

*(Complaints\_office\_02@hud.gov)*

U.S. Department of Housing and Urban Development

26 Federal Plaza, Room 3532

New York, NY 10278-0068

Telephone (212) 542-7519 or 1-800-496-4294

Fax (212) 264-9829 \* TTY (212) 264-0927

*For Delaware, District of Columbia, Maryland, Pennsylvania, Virginia and West Virginia:*

**PHILADELPHIA REGIONAL OFFICE**

*(Complaints\_office\_03@hud.gov)*

U.S. Department of Housing and Urban Development

The Wanamaker Building

100 Penn Square East

Philadelphia, PA 19107-9344

Telephone (215) 656-0663 or 1-888-799-2085

Fax (215) 656-3449 \* TTY (215) 656-3450

*For Alabama, Florida, Georgia, Kentucky,  
Mississippi, North Carolina, Puerto Rico,  
South Carolina, Tennessee  
and the U.S. Virgin Islands:*

**ATLANTA REGIONAL OFFICE**

*(Complaints\_office\_04@hud.gov)*

U.S. Department of Housing and Urban  
Development  
Five Points Plaza  
40 Marietta Street, 16th Floor  
Atlanta, GA 30303-2808  
Telephone (404) 331-5140 or 1-800-440-8091  
Fax (404) 331-1021 \* TTY (404) 730-2654

*For Illinois, Indiana, Michigan, Minnesota,  
Ohio and Wisconsin:*

**CHICAGO REGIONAL OFFICE**

*(Complaints\_office\_05@hud.gov)*

U.S. Department of Housing and Urban  
Development  
Ralph H. Metcalfe Federal Building  
77 West Jackson Boulevard, Room 2101  
Chicago, IL 60604-3507  
Telephone (312) 353-7776 or 1-800-765-9372  
Fax (312) 886-2837 \* TTY (312) 353-7143

*For Arkansas, Louisiana, New Mexico,  
Oklahoma and Texas:*

**FORT WORTH REGIONAL OFFICE**

*(Complaints\_office\_06@hud.gov)*

U.S. Department of Housing and Urban  
Development  
801 North Cherry, 27th Floor  
Fort Worth, TX 76102-6803  
Telephone (817) 978-5900 or 1-888-560-8913  
Fax (817) 978-5876/5851 \* TTY (817) 978-5595  
Mailing Address:  
U.S. Department of Housing and Urban  
Development  
Post Office Box 2905  
Fort Worth, TX 76113-2905

*For Iowa, Kansas, Missouri and Nebraska:*

**KANSAS CITY REGIONAL OFFICE**

*(Complaints\_office\_07@hud.gov)*

U.S. Department of Housing and Urban  
Development

Gateway Tower II,

400 State Avenue, Room 200, 4th Floor

Kansas City, KS 66101-2406

Telephone (913) 551-6958 or 1-800-743-5323

Fax (913) 551-6856 \* TTY (913) 551-6972

*For Colorado, Montana, North Dakota,  
South Dakota, Utah and Wyoming:*

**DENVER REGIONAL OFFICE**

*(Complaints\_office\_08@hud.gov)*

U.S. Department of Housing and Urban  
Development

1670 Broadway

Denver, CO 80202-4801

Telephone (303) 672-5437 or 1-800-877-7353

Fax (303) 672-5026 \* TTY (303) 672-5248

*For Arizona, California, Hawaii and Nevada:*

**SAN FRANCISCO REGIONAL OFFICE**

*(Complaints\_office\_09@hud.gov)*

U.S. Department of Housing and Urban  
Development

600 Harrison Street, Third Floor

San Francisco, CA 94107-1387

Telephone (415) 489-6548 or 1-800-347-3739

Fax (415) 489-6558 \* TTY (415) 489-6564

*For Alaska, Idaho, Oregon and Washington:*

**SEATTLE REGIONAL OFFICE**

*(Complaints\_office\_10@hud.gov)*

U.S. Department of Housing and Urban  
Development

Seattle Federal Office Building

909 First Avenue, Room 205

Seattle, WA 98104-1000

Telephone (206) 220-5170 or 1-800-877-0246

Fax (206) 220-5447 \* TTY (206) 220-5185

If after contacting the local office nearest you, you still have questions - you may contact HUD further at:

U.S. Department of Housing and Urban  
Development  
Office of Fair Housing and Equal Opportunity  
451 7th Street, S.W., Room 5204  
Washington, DC 20410-2000  
Telephone 1-800-669-9777  
Fax (202) 708-1425 \* TTY 1-800-927-9275

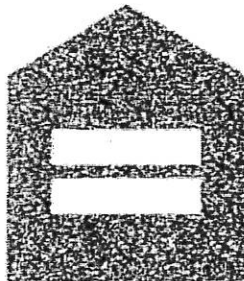
**If You Are Disabled:** HUD also provides:

- A TTY phone for the deaf/hard of hearing users (see above list for the nearest HUD office)
- Interpreters
- Tapes and braille materials
- Assistance in reading and completing forms

#### What Happens When You File A Complaint?

HUD will notify you in writing when your complaint is accepted for filing under the Fair Housing Act. HUD also will:

- Notify the alleged violator ("respondent") of the filing of your complaint, and allow the respondent time to submit a written answer to the complaint.
- Investigate your complaint, and determine whether or not there is reasonable cause to believe that the respondent violated the Fair Housing Act.
- Notify you and the respondent if HUD cannot complete its investigation within 100 days of filing your complaint, and provide reasons for the delay.



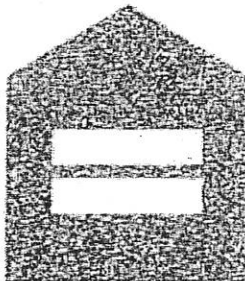
**Fair Housing Act Conciliation:** During the complaint investigation, HUD is required to offer you and the respondent the opportunity to voluntarily resolve your complaint with a HUD Conciliation Agreement. A HUD Conciliation Agreement provides individual relief for you, and protects the public interest by deterring future discrimination by the respondent. Once you and the respondent sign a HUD Conciliation Agreement, and HUD approves the Agreement, HUD will cease investigating your complaint. If you believe that the respondent has violated ("breached") your Conciliation Agreement, you should promptly notify the HUD Office that investigated your complaint. If HUD determines that there is reasonable cause to believe that the



respondent violated the Agreement, HUD will ask the U.S. Department of Justice to file suit against the respondent in Federal District Court to enforce the terms of the Agreement.

**Complaint Referrals to State or Local Public Fair Housing Agencies:** If HUD has certified that your State or local public fair housing agency enforces a civil rights law or ordinance that provides rights, remedies and protections that are "*substantially equivalent*" to the Fair Housing Act, HUD must promptly refer your complaint to that agency for investigation, and must promptly notify you of the referral. The State or local agency will investigate your complaint under the "*substantially equivalent*" State or local civil rights law or ordinance. The State or local public fair housing agency must start investigating your complaint within 30 days of HUD's referral, or HUD may retrieve ("reactivate") the complaint for investigation under the Fair Housing Act.

Does the U.S.  
Department of Justice  
Play a Role?

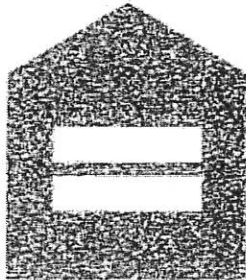


If you need immediate help to stop or prevent a severe problem caused by a Fair Housing Act violation, HUD may be able to assist you as soon as you file a complaint. HUD may authorize the U.S. Department of Justice to file a Motion in Federal District Court for a 10-day Temporary Restraining Order (TRO) against the respondent, followed by a Preliminary Injunction pending the outcome of HUD's investigation. A Federal Judge may grant a TRO or a Preliminary Injunction against a respondent in cases where:

- Irreparable (irreversible) harm or injury to housing rights is likely to occur without HUD's intervention, and
- There is substantial evidence that the respondent has violated the Fair Housing Act.

**Example:** An owner agrees to sell a house, but, after discovering that the buyers are black, pulls the house off the market, then promptly lists it for sale again. The buyers file a discrimination complaint with HUD. HUD may authorize the U.S. Department of Justice to seek an injunction in Federal District Court to prevent the owner from selling the house to anyone else until HUD investigates the complaint.

## What Happens After A Complaint Investigation?



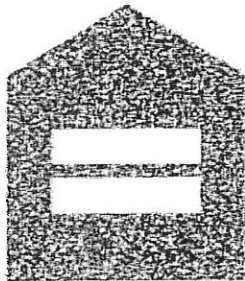
**Determination of Reasonable Cause, Charge of Discrimination, and Election:** When your complaint investigation is complete, HUD will prepare a Final Investigative Report summarizing the evidence gathered during the investigation. If HUD determines that there is reasonable cause to believe that the respondent(s) discriminated against you, HUD will issue a Determination of Reasonable Cause and a Charge of Discrimination against the respondent(s). You and the respondent(s) have Twenty (20) days after receiving notice of the Charge to decide ("elect") whether to have your case heard by a HUD Administrative Law Judge (ALJ) or to have a civil trial in Federal District Court.

**HUD Administrative Law Judge Hearing:** If neither you nor the respondent elects to have a Federal civil trial before the 20-day Election Period expires, HUD will promptly schedule a Hearing for your case before a HUD Administrative Law Judge. The ALJ Hearing will be conducted in the locality where the discrimination allegedly occurred. During the ALJ Hearing, you and the respondent(s) have the right to appear in person, to be represented by legal counsel, to present evidence, to cross-examine witnesses, and to request subpoenas in aid of discovery of evidence. HUD attorneys will represent you during the ALJ Hearing at no cost to you; however, you may also choose to intervene in the case and retain your own attorney. At the conclusion of the Hearing, the HUD ALJ will issue a Decision based on findings of fact and conclusions of law. If the HUD ALJ concludes that the respondent(s) violated the Fair Housing Act, the respondent(s) can be ordered to:

- Compensate you for actual damages.
- Provide permanent injunctive relief.
- Provide appropriate equitable relief (for example, make the housing available to you).
- Pay your reasonable attorney's fees.
- Pay a civil penalty to HUD to vindicate the public interest by discouraging future discriminatory housing practices. The maximum civil penalties are: **\$16,000.00** for a first violation of the Act; **\$37,500.00** if a previous violation has occurred within the preceding five-year period; and **\$65,000.00** if two or more previous violations have occurred within the preceding seven-year period.

**Civil Trial in Federal District Court:** If either you or the respondent elects to have a Federal civil trial for your complaint, HUD must refer your case to the U.S. Department of Justice for enforcement. The U.S. Department of Justice will file a civil lawsuit on your behalf in the U.S. District Court in the circuit in which the discrimination allegedly occurred. You also may choose to intervene in the case and retain your own attorney. Either you or the respondent may request a jury trial, and you each have the right to appear in person, to be represented by legal counsel, to present evidence, to cross-examine witnesses, and to request subpoenas in aid of discovery of evidence. If the Federal Court decides in your favor, a Judge or jury may order the respondent(s) to:

- Compensate you for actual damages.
- Provide permanent injunctive relief.
- Provide appropriate equitable relief (for example, make the housing available to you).
- Pay your reasonable attorney's fees.
- Pay punitive damages to you.
- Pay a civil penalty to the U.S. Treasury to vindicate the public interest, in an amount not exceeding **\$55,000.00** for a first violation of the Act and in an amount not exceeding **\$110,000.00** for any subsequent violation of the Act.



**Determination of No Reasonable Cause and**

**Dismissal:** If HUD finds that there is no reasonable cause to believe that the respondent(s) violated the Act, HUD will dismiss your complaint with a Determination of No Reasonable Cause. HUD will notify you and the respondent(s) of the dismissal by mail, and you may request a copy of the Final Investigative Report.

**Reconsiderations of No Reasonable Cause**

**Determinations:** The Fair Housing Act provides no formal appeal process for complaints dismissed by HUD. However, if your complaint is dismissed with a Determination of No Reasonable Cause, you may submit a written request for a reconsideration review to: Director, FHEO Office of Enforcement, U.S. Department of Housing and Urban Development, 451-7th Street, SW, Room 5206, Washington, DC 20410-2000.

## In Addition

**You May File a Private Lawsuit:** Even if HUD dismisses your complaint, the Fair Housing Act gives you the right to file a private civil lawsuit against the respondent(s) in Federal District Court. You must file your lawsuit within two (2) years of the most recent date of alleged discrimination. The time during which HUD was processing your complaint is not counted in the 2-year filing period. You must file your lawsuit at your own expense; however, if you cannot afford an attorney, the Court may appoint one for you.

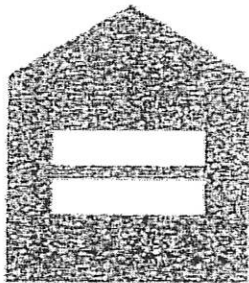
Even if HUD is still processing your complaint, you may file a private civil lawsuit against the respondent, unless: (1) you have already signed a HUD Conciliation Agreement to resolve your HUD complaint; or (2) a HUD Administrative Law Judge has commenced an Administrative Hearing for your complaint.

### Other Tools to Combat Housing Discrimination:

- If there is noncompliance with the order of an Administrative Law Judge, HUD may seek temporary relief, enforcement of the order or a restraining order in a United States Court of Appeals.
- The Attorney General may file a suit in Federal District Court if there is reasonable cause to believe a pattern or practice of housing discrimination is occurring.

### For Further Information:

The purpose of this brochure is to summarize your right to fair housing. The Fair Housing Act and HUD's regulations contain more detail and technical information. If you need a copy of the law or regulations, contact the HUD Fair Housing Office nearest you. See the list of HUD Fair Housing Offices on pages 7-9.





Department of Housing  
and Urban Development  
Room 5204  
Washington DC, 20410-2000

HUD-1686-1-FHEO  
September 2008

